

# PRE-ALERT Q&A

**1. Q. What is a Pre-Alert?**

**A.** Information about your online order sent to SwiftPac **before** the item(s) are delivered to our Miami Warehouse.

**2. Q. Is Pre-Alert Necessary?**

**A.** Pre-Alert is very IMPORTANT! Packages that are Pre-Alerted are processed and shipped **much more quickly** than packages that are not pre-alerted.

**3. Q. Where do I submit a Pre-Alert?**

**A.** Submit your Pre-Alert on our [Website](#) or via the Mobile App. Look for the Pre-Alert bell icon on the Website Home Page or on the App home screen.



**4. Q. How do I Pre-Alert?**

**A.** (1) Click the Pre-Alert bell icon. (2) Fill in the Pre-Alert form with correct values and attach the Supplier Invoice. (3) Click Submit.

**5. Q. What info do I need in order to submit a Pre-Alert?**

**A.** (1) Item **Tracking Number** (2) Preferred Shipment Method (3) Supplier Name (4) Item Description (5) Item Value in USD (6) Valid Supplier 'Shopping' Invoice

**6. Q. What is the Tracking Number?**

**A.** A unique number assigned by the Carrier (e.g., USPS, FedEx) when your Order ships from the Online Store. It allows you to track your package to our Warehouse.

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**7. Q. When should I Pre-Alert my Order?**

**A.** Pre-Alert your item when you receive its Carrier Tracking Number from the Online Store and BEFORE the item reaches our Warehouse.

**8. Q. What is the Carrier?**

**A.** The company which transports your order (package) from the Supplier (Seller) and delivers it to our Warehouse. Major Carriers include: FedEx, USPS, UPS, and DHL.

**9. Q. How do I choose the best Shipping Method?**

**A. Express** - Ship your package immediately (on the next available shipment) **Air** - Wait for other package(s) to arrive then ship together with this package (Consolidation) **Ocean** - You have bulky and heavy cargo, and/or need to consolidate several packages with total combined weight 25 Lbs and Over

**10. Q. What is Consolidation?**

**A.** An automated process by which **two or more** packages (on a Premium or Commercial Account) are combined into a single shipment by Air or Ocean. Consolidation **(1)** does not remove original packaging **(2)** does not re-weigh packages **(3)** Must be requested via Pre-Alert by choosing Shipping Method Air or Ocean.

**11. Q. What is Release Day?**

**A.** This is the Date on (or after) which your packages or cargo will be consolidated and shipped via Ocean. Premium customers can choose any of two **(2)** consecutive Fridays from the date when the consolidation request is submitted via a Pre-Alert.

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**12. Q. Who is the Supplier?**

**A.** The merchant (Seller) with whom your order (purchase) is made. Popular Suppliers include: Amazon, EBay, Walmart, Target, Shein, Old Navy...

**13. Q. What is the Supplier Invoice?**

**A.** The Receipt (document) that the Seller (Supplier) issues to you when you make an online purchase. This is sometimes referred to as the “Shopping” invoice. It is usually sent to your e-mail when your order is processed.

**14. Q. What information must a “Valid” Supplier Invoice contain?**

**A.** The following information: (a) Name of Supplier/Retailer (and company logo if possible) (b) Name and Address of Shipper (c) Description of Item(s) (d) Value of Item(s)

**15. Q. What happens if the Pre-Alert I submit is inaccurate?**

**A. Example:** Tracking Number cannot be linked to a Pre-Alert entry. Your package will be handled as one that was **NOT PRE-ALERTED**. Your package will have to undergo an inspection process and will be delayed. You will receive a Package Alert email so that you can complete the Pre-Alert.

**16. Q. What is a Package Alert?**

**A.** An E-mail sent to your inbox whenever our system detects that your package was **NOT PRE-ALERTED**. The notice contains a link to an incomplete Pre-Alert which requires you to fill in the package Description and Value.

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**17. Q. What does INCOMPLETE mean?**

**A.** The **INCOMPLETE radio button on the Pre-Alerts page** displays a list of partially-completed Pre-Alerts which our system auto-generates for items that were **NOT PRE-ALERTED**. You (the customer) will need to enter the correct Description and Value for these items before processing can proceed.

**18. Q. What do Pending and Arrived mean?**

**A.** In the Pre-Alert list, **Pending** items have not yet arrived at the Warehouse or may have arrived but are in the queue to be processed. • **Arrived** items have reached the Warehouse and are being processed for shipment to destination (they have been assigned a SwiftPac Warehouse #).